

Memorandum

To: Panel Members Date: August 22, 2002

From: Charles Rufo, Manager Analyst: R. Hernandez
Peter DeMauro, General Counsel

Subject: One-Step Agreement for **Worldwide Educational Services of California, Inc.**
(SET)(HUA)
(www.wesoc.com)

CONTRACTOR:

- Multiple Employer: Training Agency
- Training Project Profile: Job Creation: Training of Unemployed Workers
Training in High Unemployment Areas of California
- Legislative Priorities: Displaced/Potentially displaced workers
- Type of Industry: Various Industries
- Repeat Contractor: Yes
- Union Representation: No
- Name and Local Number of Union
representing workers to be Trained: N/A

CONTRACT:

- Program Costs: \$578,629
- Substantial Contribution: \$0
- Multiple Employer Support (8%) \$36,981
- Total ETP Funding: \$615,610
- In-Kind Contribution: \$415,796
- Maximum Contractor Charge: 0 per trainee
- Reimbursement Method: Fixed-Fee Other
- County(ies) Served: Contra Costa, San Joaquin, Santa Cruz, Stanislaus
- Duration of Agreement: 24 Months

SUBCONTRACTORS:

None

THIRD PARTY SERVICES:

None

PRIOR PROJECTS:

The following are completed project statistics for ETP Agreements with Worldwide Educational Services of California, Inc. (WES) within the last five years:

Agreement No.	Location (City)	Term	Agreement Amount	Amount Earned	% Earned
ET7-0258 Retraitees/New-Hire	Concord	01/31/97 - 01/30/99	\$978,845	\$597,002	60%
ET9-0905 Retraitees/New-Hire	Concord	11/03/98 – 11/02/00	\$1,203,749	\$594,245	49%

ACTIVE PROJECTS:

The following are current project statistics:

Agreement No.	Term	Agreement Amount	Number To be Retained	Number Enrolled	Number Completed Training	Number Hired (Complete for new hires only)	Number retained for 90 days
ET01-0117 New Hires	11/07/00- 11/06/02	\$986,230	210	188	177	105	40

The Contractor reports that out of the 188 enrolled, 9 have been dropped, 177 have completed training, and 2 are still in training. Based on ETP records and the number of active trainees remaining, it is estimated that the Contractor may potentially earn \$746,379 (76 percent), of the funds encumbered.

NARRATIVE:

This will be the eighth ETP funded agreement with WES. This entity is eligible to contract with the Panel under Title 22, California Code of Regulations (CCR), Section 4400(z) as a repeat training agency.

Incorporated in 1976, WES is a private training agency based in Concord, California. Since 1990, WES has been an ETP Contractor providing training and placement to ETP eligible new-hire trainees who are unemployed insurance recipients or recent exhaustees. The WES is approved by the Bureau for Private Postsecondary and Vocational Education and has classroom and/or laboratory facilities in Concord, San Pablo, Pittsburg, Watsonville, Modesto, Stockton, and Vallejo.

This project will train one hundred twenty-eight unemployed individuals under two funding categories: (1) Fifty-five individuals who are receiving unemployment insurance benefits or recent exhaustees under ETP standard new-hire funding; and (2) Seventy-three unemployed individuals under Title 22, California Code of Regulations (CCR), Section 4409, Special Employment Training (SET) Projects, (a) (5) which

NARRATIVE: (continued)

States, in part, the Panel may allocate training funds for Special Employment Training for frontline workers in High Unemployment Areas (HUA) of the State.

This training program will target three industry groups: medical, financial product services, and telecommunications/broadband/electronics. Trainees in the medical industries program will receive Medical Assistant training and be placed and retained as a Medical Administrative Assistant, Medical Front Office staff, or Medical Billing Clerk. Trainees in the financial product services program will be trained, placed, and retained as a Payroll/Billing Clerk, Loan Processor, Bookkeeper, or Accounts Payable/Receivable Clerk. Trainees in the telecommunications/broadband/electronics training program will be placed and retained as broadband/cable installer, electronic assembler, electronic service technician, electronic tester, and satellite installer. Each of the training programs has a range of hours depending on the individual's skill level.

Medical Assistant Training: Trainees in Jobs #1, #2, #6, and #7, will receive a menu curriculum consisting of either 300 or 390 hours of training. Topics to be taught include the following: Overview Medical/Health Industry, Systems Administration and Networking, Procedures/Operations Support, Document Formatting and Editing, Accounting and Billing Cycle, Records Management, and Patient/Industry Customer Relations. Participants will be trained, placed, and retained as Medical Administrative Assistant, Medical Front Office, or Medical Billing/Coding staff.

Financial Product Services: Trainees in Jobs #3, #4, #5, #8, #9, and #10, will receive a menu curriculum consisting of 210, 270, or 390 hours of training. Topics to be taught include the following: Overview – Financial Product Services, Systems Administration, Procedures/Operations Support, Document Formatting and Editing, Accounting and Billing Cycle, Records Management, and Product Support/Product Oriented Client Relations. Participants will be trained, placed, and retained as Payroll/Billing Clerk, Loan Processor, Bookkeeper, and Accounts Payable/Receivable Clerk.

Telecommunications/Broadband/Electronics: Trainees in Jobs #11, #12, #13, and #14, will receive a menu curriculum consisting of either 300 or 390 hours of training. Topics to be taught include the following: Overview – Communication Electronics, Electronic Theory, AC/DC Power Supplies, Digital Theory and Application, Transmission/Receivers, Mobile Electronics, Signal Transmission, Mechanical – Physical Considerations, Security Systems, Systems Administration and Networking, and Product Support/Customer Service.

Literacy Skills: Trainees in Jobs #6 through #10, #13, and #14, designated as SET HUA trainees, will also receive literacy skills training which will not exceed 45 percent of the total vocational training hours. This training includes hardware/software interface, workplace literacy, and workplace computer literacy. Participants requiring literacy skills have multiple barriers to employment such as learning difficulties, low skills, and language barriers with English as a second language.

Worldwide will provide all contract administration. The recruitment plan used by WES has been used since 1990. Referrals are made through local Employment Development Offices (EDD), WES Website, newspaper advertisements, referrals from ETP, and referrals from One Stops/community based organizations (Workforce Investment Act).

Employer Demand

The marketing plan for WES focuses and targets three specific industries: medical, financial products services, and telecommunications/broadband/electronics. On a quarterly basis, staff reviews listings of new companies (emphasizing small businesses) using information provided through Economic Development Departments of each county, Chambers of Commerce membership listings, Rich's

NARRATIVE: (continued)

Directory of Employers, and trade/business publications. An information package is sent out to each business in the targeted industry, and then WES staff follows-up with a phone call or personal visit.

The proposed training was developed in response to the needs of employers in the medical, financial products, and telecommunications/broadband/electronics industries. Worldwide staff determined that these industries represent growth areas and also represent industries in need of skilled employees. This determination is based on a needs assessment conducted by WES staff. The assessment covered current and future employment needs, reviewed existing and/or proposed curriculum, and emphasized employer curriculum requirements. In addition to the needs assessment, a group of employer advisors provide curriculum review on a quarterly basis. Employers representing the medical industry is represented by Med America Billing Services and Dermatology Surgical Medical Group. The financial products services industry is represented by Bay Area Title Service and Providian Financial Group. Digital Green and Laser Raider represent the telecommunications/broadband/electronics industry

The customized curriculum has been developed using input from the employer advisory group and the needs assessment. The curriculum includes specific concentrations for each industry, customized computer applications, industry terminology, and industry standard processes defined by participating employers. The curriculum also contains workplace simulations, which replicates the conditions and problem solving situations encountered by employees in each industry. Employers also provide continuous feedback through on-site visits, class presentations, and interviews.

Justification of High Cost

ETP policy requires that when the requested cost per trainee is more than double the ETP average cost per trainee, which amounts to \$2,630, a Multiple-Employer Contractor must justify the high cost per trainee. In the past, WES has received the ETP fixed fee rate of \$15.00 per hour and an additional eight percent in support costs added for recruitment and assessment of additional participating employers and trainees. Staff has found that WES's current catalog rates for 300, 480 and 630-hour curriculums in Medical Front Office, Accounting/Bookkeeping Clerk, and Telecommunications/Broadband/Electronics are less than the ETP fixed fee rate. The hourly catalog rate is between \$8.21 to \$11.67 per hour and is inclusive of the following fees: \$100 registration, \$350-\$400 books and supplies, and \$3,600-\$5,880 tuition. The ETP curriculum is more concentrated and customized, utilizes components from multiple course outlines, and includes a series of higher level modules that respond to industry needs, which are not included in the above catalog prices. Additionally, for SET trainees in Jobs 6-10, 13, and 14, trainees will receive courses in Workplace Literacy and Workplace Computer Literacy that are included in their catalog rate at \$15 per hour.

Based on these findings, staff recommends that the Panel use a negotiated rate between \$13.59 to \$13.91 per hour due to the customization of this training program, plus the allowable eight percent support costs, and fund the training programs as follows:

- Medical Assistant I/Medical Front Office - \$4,347 (300 hours); \$5,651 (390 hours);
- SET - Medical Assistant I/Medical Front Office - \$4,411 (300 hours); \$5,734 (390 hours);
- Bookkeeper, Account Clerk - \$3,036 (210 hours); \$3,904 (270 hours); \$5,639 (390 hours);
- SET - Bookkeeper, Account Clerk - \$3,079 (210 hours); \$3,958 (270 hours); \$5,718 (390 hours);
- Telecommunications/Broadband/Electronics - \$4,385 (300 hours); \$5,701 (390 hours); and
- SET - Telecommunications/Broadband/Electronics - \$4,440 (300 hours); \$5,772 (390 hours).

NARRATIVE: (continued)

WES's justification for this high cost is based on two factors: (1) the high number of training hours required for individuals who lack experience, and; (2) the trainee's potential wage increase and upward career mobility. The first factor takes into account language barriers and learning difficulties, in addition to lack of work experience. Officials at WES state that the breadth and diversity of the programs require extensive training. The second factor considers longitudinal studies conducted by WES during the 18 months following the completion of training. The studies, according to WES, indicate trainees' wages increase by 25 percent (\$13.13) to 35 percent (\$14.18) in these industries. WES has also tracked career mobility. The tracking indicates that medical front office assistants are promoted to office manager or department supervisor, account clerks, payroll clerks and bookkeepers advance to office manager or supervisor, and telecommunication installers are regularly promoted to head supervisor or manager positions.

Supplemental Nature of Training

Each of the companies in the core group of participating employers for this project has limited resources and thus is not in a position to provide the level of training that is included in this proposal to prospective new employees. This program will supplement and not supplant existing training programs because this is a new-hire training program for unemployed individuals who will be placed in full-time, year-round employment in California upon completion of their training.

In-Kind Contribution

After completion of training and during the employment retention period, participating employers will provide additional training. The customized training provided to newly hired employees includes orientation, company policies and procedures, business practices, and standards of operation. Based on projected wages paid to 128 newly hired employees, \$11.94 per hour for six weeks (240 hours), employers will contribute approximately \$366,796 for trainee wages paid during this additional training period within the employment retention period. An additional \$49,000 in equipment and material will be provided as in-kind contribution for a total in-kind contribution amount on this project of \$415,796.

COMMENTS:

Training in Areas of High Unemployment/Wage Waiver Request

Unemployment Insurance Code, Section 10201.5, gives the Employment Training Panel the authority to waive the ETP minimum wage requirements for frontline workers in regions of the state where the unemployment rate is significantly higher than the state average. These projects should focus on the "working poor" for workers with full-time jobs and fairly stable employment, but earn low wages in dead-end jobs and lack the essential job skills necessary to improve their employment opportunities. For new hire trainees, the Panel may also waive the ETP minimum wage requirements on a case-by-case basis and does not require a post-retention wage increase because trainees are not employed and do not receive wages during training.

For Jobs #6 through #10, #13, and #14, Worldwide Educational Services is requesting a waiver of the ETP minimum wage requirement from \$9.12 to \$8.50 per hour for a maximum of 18 of the 73 trainees for San Joaquin and Stanislaus Counties, and the cities of Richmond/San Pablo and Watsonville, which are

COMMENTS: (continued)

recognized as high unemployment areas within California. Based on recent Employment Development Department (EDD) figures of June 2002, the unemployment rate in San Joaquin and Stanislaus Counties were 9.3 and 11 percent respectively, while the statewide rate is 6.4 percent. In addition, based on Labor Market Information Division (LMID) and census data information, the cities of Richmond/San Pablo and Watsonville are definable areas with an unemployment rate at least 25 percent higher than the State average.

To support the wage waiver request, WES submitted the names of eligible participating employers in San Joaquin and Stanislaus Counties that pay a minimum of \$8.50 per hour including fringe benefits at the end of the retention period. The information submitted indicates that employers hire individuals who lack the essential skills required to improve their employment opportunities. Many have reading and math skills below the 7th grade, lack training, and limited English proficiency. WES plans to submit additional employers to support the low wages paid in HUA Counties.

Apprenticeable Occupations

Unemployment Insurance (UI) Code 10200 (a)(4) of the Panel's enabling Legislation states in part that programs developed shall not replace, parallel, supplant, compete with or duplicate in any way already existing approved apprenticeship programs. At the December 13, 2000 Panel meeting, an interim policy was proposed. Pursuant to pre-apprenticeship training (New-Hire training), these projects would be reviewed with regard to the proposed job the trainee would be placed into following the completion of training. Specifically, the proposed policy states, "When pre-apprenticeship training is being considered for trades with Division of Apprenticeship Standards (DAS) the following shall apply: A) The applicant seeking the contract must be a DAS approved apprenticeship program or be participating in a DAS approved apprenticeship program; and B) Upon completion of the approved pre-apprenticeship training, trainees must be enrolled in a DAS approved apprenticeship program for work in the industry in which they have received pre-apprenticeship training."

The initial application for ETP funding included the following apprenticeable occupations: Broadband/Cable Installer/Satellite Installer, Medical Assistant, and Bookkeeper.

ETP staff contacted the relevant contact person of the Division of Apprenticeship Standards (DAS) to determine the courses and required hours to complete a broadband/cable installer/satellite installer apprenticeship program. The DAS contact, the Northern California Sound & Communication JATC, stated by letter on August 14, 2002, that the Worldwide proposal would provide training for application at their apprenticeship program or other career paths. Staff has added language to the Agreement stating that the Contractor will be reimbursed only if trainees in Jobs 11-14 complete their post-training retention period in the Broadband/Telecommunications/Electronics Industry or if the trainees go into an approved apprenticeship program.

Based on staff findings, the occupations of Medical Record Technician and Bookkeeper are apprenticeable occupations. However, staff determined that there are no existing apprenticeship programs in the regions that WES will be serving for these occupations.

PROPOSED ACTION:

Staff recommends the Panel approve this One-Step Agreement contingent upon 1) approval of the negotiated rate, \$13.59 to \$13.91, due to the customization of the training program, and; 2) approval of the wage waiver for trainees in High Unemployment Areas who lack the essential job skills to improve their employment opportunities. This recommendation is based on the fact that WES will provide 128 unemployed individuals with the skills necessary to obtain employment in industry specific occupations as Medical Administrative Assistant, Medical Front Office, Medical Billing/Coding, Payroll/Billing Clerk, Loan Processor, Bookkeeper, Accounts Payable/Receivable Clerk, Broadband/Cable Installer, Electronic Assembler, Electronic Service Technician, Electronic Tester, and Satellite Installer.

TRAINING PLAN:

Grp/Trainee Type	Types of Training	No. Retain	No. Class/Lab Videocnf. Hrs	No. CBT Hrs	No. SOST Hrs.	Cost per Trainee	Hourly Wage after 90 days
New-Hire 1-5	Business Skills Computer Skills	35	210 - 390	0	0	\$3,036 - \$5,639	*\$10.50 - \$15.00
11 & 12	Commercial Skills, Computer Skills	20	300 - 390	0	0	\$4,385 - \$5,701	*\$10.50 - \$15.00
SET HUA New-Hire 6-10	Business Skills Computer Skills Literacy Skills	48	210 - 390	0	0	\$3,079 - \$5,734	*\$8.50 - \$12.00
13 & 14	Commercial Skills, Computer Skills, Literacy Skills	25	300 - 390	0	0	\$4,440 - \$5,772	*8.50 - \$12.00
					<u>Range of Hourly Wages</u> *\$8.50 - \$15.00		
					<u>Prevalent Hourly Wage</u> \$10.50		
					<u>Average Cost per Trainee</u> \$4,809		
<u>Health Benefit used to meet ETP minimum wage:</u> *Health, dental, and vision benefits will be added to trainee wages to meet the ETP minimum hourly rate of \$10.14 for Alameda, Contra Costa, Marin, San Francisco, San Mateo, and Santa Clara Counties; and \$9.12 for all other Counties.					<u>Turnover Rate</u> The turnover rate of each participating employer should not exceed 20 percent annually unless other data is submitted to substantiate a waiver.	<u>% of Mgrs & Supervisors to be trained:</u> N/A	

MENU CURRICULUM
MEDICAL / HEALTH INDUSTRY

Job 1 & 6 - 300 hours
Job 2 & 7 - 390 hours

1. Overview – Medical / Health Industry
 - A. Health Maintenance Organization (HMO) / Personal Physician Organization (PPO) Environment
 - B. Terminology
 - C. Applications / Major Concentrations
 - D. Employee duties / Safety Considerations
2. Systems Administration and Networking
 - A. Customized software review
 - B. Software applications
 - C. Integrated software systems & applications
 - D. Types of systems/configuration
 - E. Maintenance
 - F. Software diagnostic tools
3. Procedures / Operations Support
 - A. Medical Front Office Procedures / Office Practices
 - B. Software Concentrations incl. Medisoft or equiv.
 - C. Website development incl. html, Java
 - D. Localized e-mail / Internet
 - E. Patient Scheduling / Tracking
4. Document Formatting and Editing
 - A. Outlines and Medical Office Master Documents
 - B. Patient Histories - Templates, Autotext
 - C. Insurance Formats / Versioning / Tracking
 - D. Medical Transcription
 - E. Creating and manipulating forms
5. Accounting & Billing Cycle
 - A. Health Maintenance Organization (HMO) / Personal Physician Organization (PPO) Systemst
 - B. Customized Journals / Electronic Payroll
 - C. Medical Billing Systems
 - D. Medical Coding
 - E. Medical Office Bookkeeping / Uncollectible Account Receivables (AR's)

MENU CURRICULUM (continued)
MEDICAL / HEALTH INDUSTRY

- 6. Records Management
 - A. Patient Histories, Templates, Hyperlinks
 - B. Data entry and analysis / Data Tables
 - C. Patient Filing and Retrieval Systems
 - D. Maintaining Patient Data
 - E. Data storage / data base systems
- 7. Patient / Industry Customer Relations
 - A. Telephone support/Interoffice communications
 - B. Patient Relations
 - C. Internet / Website Development
- *8. Hardware / Software Interface
 - A. Personal Computer (PC) hardware, components and tools
 - B. Peripheral hardware / Personal Computer (PC) devices
 - C. Equipment Safety Considerations
 - D. Operating Systems Disk Operating System (DOS)/Windows/Macintosh
- *9. Workplace Literacy - Contextual Skills Review (SET/HUA Jobs 6-10)
 - A. Business / Industry math / reading comprehension
 - B. Business / Industry Written / Oral communication
- *10. Workplace Computer literacy (SET/HUA Jobs 6-10)
 - A. Industry computer functions/components/peripherals
 - B. Intro to Wordprocessing
Microsoft (MS) Word, MS Outlook, Data Entry, Keyboarding)
 - C. Spreadsheets
(Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
 - D. Information manipulation

*Modules 8, 9 and 10 may not exceed 45 percent of the total training hours.

BUSINESS SKILLS

HMO / PPO Environment
Terminology
Employee duties / Safety Considerations
Medical Front Office Procedures / Office Practices
Patient Scheduling / Tracking
HMO / PPO Systems
Patient Filing and Retrieval Systems
Telephone support/Interoffice communications
Patient Relations

MENU CURRICULUM (continued)
MEDICAL / HEALTH INDUSTRY

COMPUTER SKILLS

Applications / Major Concentration
Customized software review
Software applications
Integrated software systems & applications
Types of systems/configuration
Maintenance
Software diagnostic tools
Software Concentrations incl. Medisoft or equiv.
Localized e-mail / Internet
Outlines and Medical Office Master Documents
Patient Histories - Templates, Autotext
Insurance Formats / Versioning / Tracking
Medical Transcription
Creating and manipulating forms
Customized Journals / Electronic Payroll
Medical Billing Systems
Medical Coding
Medical Office Bookkeeping / Uncollectible
Patient Histories, Templates, Hyperlinks
Data entry and analysis / Data Tables
Maintaining Patient Data
Data storage / data base systems
Internet / Website Development
*PC hardware, components and tools
*Peripheral hardware / PC devices
*Equipment Safety Considerations
*Operating Systems DOS/Windows/Macintosh

LITERACY SKILLS

*Business / Industry math / reading comprehension
*Business / Industry Written / Oral communication
*Industry computer functions/components/peripherals
*Intro to Wordprocessing
(MS Word, MS Outlook, Data Entry, Keyboarding)
*Spreadsheets
(Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
*Information manipulation

*Modules may not exceed 45 percent of the total training hours

MENU CURRICULUM (continued)
FINANCIAL PRODUCT SERVICES INDUSTRY

Job 3 & 8 - 210 hours
Job 4 & 9 - 270 hours
Job 5 & 10 - 390 hours

1. Overview –Financial Product Services Industries
 - A. Types of Financial Products incl.Outsourcing (insurance, real estate / title, tax services etc.)
 - B. Substantive Accounting Regulations
 - C. Financial Product Focus
 - D. Applications / Major Concentrations
2. Systems Administration
 - A. Customized software review
 - B. Software applications – Data / Text
 - C. Integrated software systems & applications
 - D. Types of systems/configuration
 - E. Maintenance
 - F. Software diagnostic tools
3. Procedures / Operations Support
 - A. Financial Products Office Procedures
 - B. Industry Practices / Background Research
 - C. Software Concentrations and compatability
 - D. Website development including html, Java
 - E. Localized e-mail / Internet
 - F. Client Scheduling / Tracking
4. Document Formatting and Editing
 - A. Outlines and Master Documents
 - B. Templates, Autotext, Macros, Autoformat
 - C. Working with Tables / Creating Indexes
 - D. Creating, completing and manipulating forms
5. Accounting & Billing Cycle
 - A. Cash Control Systems
 - B. Customized Journals / Electronic Payroll
 - C. Accounting Control Systems / Inventory Control
 - D. Computerized Billing Cycle / Uncollectible AR's
 - E. Partnership / Corporate Accounting / Bookkeeping
 - F. Budgeting and Forecasting

MENU CURRICULUM (continued)
FINANCIAL SERVICES INDUSTRY

- 6. Records Management
 - A. Templates, Data Tables, Hyperlinks
 - B. Data entry and Analysis
 - C. Filing systems and Document Retrieval
 - D. 3-D referencing/Absolute/Relative cell referencing
 - E. Data storage / data base systems
- 7. Product Support / Product oriented Client Relations
 - A. Telephone support/Interoffice communications
 - B. Product oriented Client Relations
 - C. Internet / Website Development
- *8. Hardware / Software Interface
 - A. PC hardware, components and tools
 - B. Peripheral hardware / devices
 - C. Safety Considerations
 - D. Operating Systems DOS/Windows / Macintosh
- *9. Workplace Literacy - Contextual Skills Review (SET/HUA Jobs 6-10)
 - A. Business / Industry math / reading comprehension
 - B. Business / Industry Written / Oral communication
- *10. Workplace Computer literacy (SET/HUA Jobs 6-10)
 - A. Industry computer functions/components/peripherals
 - B. Intro to Wordprocessing
(MS Word, MS Outlook, Data Entry, Keyboarding)
 - D. Spreadsheets
(Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
 - D. Information manipulation

*Modules 8, 9 and 10 may not exceed 45 percent of the total training hours.

BUSINESS SKILLS

Types of Financial Products incl.Outsourcing
(insurance, real estate / title, tax services etc.)
Substantive Accounting Regulations
Financial Product Focus
Financial Products Office Procedures
Industry Practices / Background Research
Client Scheduling / Tracking
Cash Control Systems

MENU CURRICULUM (continued)
FINANCIAL SERVICES INDUSTRY

BUSINESS SKILLS (continued)

Filing systems and Document Retrieval
Telephone support/interoffice communications
Product oriented Client Records

COMPUTER SKILLS

Applications /Major Concentrations
Customized software review
Software applications – Data / Text
Integrated software systems & applications
Types of systems/configuration
Maintenance
Software diagnostic tools
Software Concentration and compatability
Localized e-mail / Internet
Outlines and Master Documents
Templates, Autotext, Macros, Autoformat
Working with Tables / Creating Indexes
Creating, completing and manipulating forms
Customized Journals / Electronic Payroll
Accounting Control Systems / Inventory Control
Computerized Billing Cycle / Uncollectible AR's
Partnership / Corporate Accounting / Bookkeeping
Budgeting and Forecasting
Templates, Data Tables, Hyperlinks
Data entry and Analysis
3-D referencing/Absolute/Relative cell referencing
Data storage / data base systems
Internet / Website Development
*PC hardware, components and tools
*Peripheral hardware / devices
*Safety Considerations
*Operating Systems DOS/Windows / Macintosh

LITERACY SKILLS

*Business / Industry math / reading comprehension
*Business / Industry Written / Oral communication
*Industry computer functions/components/peripherals
*Intro to Wordprocessing
(MS Word, MS Outlook, Data Entry, Keyboarding)
*Spreadsheets
(Excel, Quickbooks, Quicken, QuatroPro, Peachtree)
*Information manipulation

*Modules may not exceed 45 percent of the total training hours

MENU CURRICULUM (Continued)
TELECOMMUNICATIONS/BROADBAND/ELECTRONICS INDUSTRY

Job 11 & 13, 300 hours,

Job 12 & 14, 390 hours

1. Overview – Communications Electronics
 - A. Systems, History
 - B. Broadband Products / Terminology
 - C. Applications / Major Concentrations
2. Electronic Theory
 - A. Technician Duties
 - B. Tools/Safety Considerations
 - C. Electronic Theory / Ohm's Law
 - D. Circuitry / Resistors
3. AC/DC / Power Supplies
 - A. Cells, Batteries, Rectifiers
 - B. Generating AC
 - C. Sine Wave and Relationships
 - D. Test Equipment / Usage – Oscilloscopes/VOM/Probes
4. Digital Theory and Application
 - A. Number Systems / Applications
 - B. Logic Gates / Nor/Nand Gates
 - C. Operational Amplifiers
5. Transmission / Receivers
 - A. Single band transmission / Receiver
 - B. Digital applications
 - C. CAT – 3 & CAT – 5
6. Mobile Electronics
 - A. Components/Tools/Troubleshooting
 - B. Audio transmission / Interference/Testing
 - C. Cellular/Components/Installation/Transmission
 - D. Security Systems/Components/Closed System
7. Signal Transmission
 - A. Receivers – TV/VCR/Tuners
 - B. Audio amplifications/signal levels
 - C. Fiber optics
8. Mechanical / Physical Considerations
 - A. Tools / Safety
 - B. Components – CAT 3 & CAT 5 / Co axial cable
 - C. Above ground / Below ground installation
 - D. Troubleshooting – diagnostic techniques/signal
 - E. Failures/meter reading

MENU CURRICULUM (Continued)
TELECOMMUNICATIONS/BROADBAND/ELECTRONIC INDUSTRY

- 9. Security Systems
 - A. Types of systems/installation
 - B. Components – sensors / controls
- 10. Systems Administration and Networking
 - A. Customized software review
 - B. Software applications
 - C. Integrated software systems & applications
 - D. Types of systems/configuration
 - E. Maintenance
 - F. Software diagnostic tools
- 11. Product Support / Customer Service
 - A. Telephone support/Internet
 - B. Public Relations
 - C. Technician responsibilities
 - D. Scheduling
- *12. Hardware / Software Integration
 - A. PC hardware, components and tools
 - B. Peripheral hardware / devices
 - C. Equipment Safety Considerations
 - D. Operating Systems DOS/Windows/Macintosh
 - E. Software applications / diagnostic tools
- *13. Workplace Literacy - Contextual Skills Review (SET / HUA Jobs 13 & 14)
 - A. Business / Industry math / reading comprehension
 - B. Business / Industry Written / Oral communication
- *14. Workplace Computer literacy (SET / HUA Jobs 13 & 14)
 - A. Industry computer functions/components/peripherals
 - B. Intro word processing / spreadsheets
 - C. Information manipulation

*Modules 12, 13, and 14 may not exceed 45 percent of the total training hours

COMMERCIAL SKILLS

Systems, History
Broadband Products / Terminology
Applications / Major Concentrations
Technician Duties
Tools/Safety Considerations
Electronic Theory / Ohm's Law
Circuitry / Resistors

COMMERCIAL SKILLS (continued)

Cells, Batteries, Rectifiers
Generating AC
Sine Wave and Relationships
Test Equipment / Usage – Oscilloscopes/VOM/Probes
Number Systems / Applications
Logic Gates / Nor/Nand Gates
Operational Amplifiers
Single band transmission / Receiver
Digital applications
CAT – 3 & CAT – 5
Tools / Safety
Components – CAT 3 & CAT 5 / Co axial cable
Above ground / Below ground installation
Trouble shooting – diagnostic techniques/signal
Failures/meter reading
Public Relations
Technician responsibilities
Scheduling

COMPUTER SKILLS

Components/Tools/Troubleshooting
Audio transmission / Interference/Testing
Cellular/Components/Installation/Transmission
Security Systems/Components/Closed System
Receivers – TV/VCR/Tuners
Audio amplifications/signal levels
Fiber optics
Types of systems/installation
Components – sensors / controls
Customized software review
Software applications
Integrated software systems & applications
Types of systems/configuration
Maintenance
Software diagnostic tools
Telephone support/Internet
*PC hardware, components and tools
*Peripheral hardware / devices
*Equipment Safety Considerations
*Operating Systems DOS/Windows/Macintosh
*Software applications / diagnostic tools

LITERACY SKILLS

*Business / Industry math / reading comprehension
*Business / Industry Written / Oral communication
*Industry computer functions/components/peripherals
*Intro word processing / spreadsheets
*Information manipulation

*Modules may not exceed 45 percent of the total training hours.

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: Worldwide Educational Services **CCG No.:** ET 03-0147

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PRINT OR TYPE

Company: AHM Security, Inc.

Address: 23 Orinda Way

City, State, Zip: Orinda, CA 94563

Contact Person/Title: Employment Verification Director

Telephone No.: (925) 254-2566

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 2

Total # of full-time company employees worldwide: 25

Company: A Medical Corporation; Kim Albridge, MD, David Smith, MD

Address: 204 Green Valley Road

City, State, Zip: Freedom, CA 95019

Contact Person/Title: Mary South, Supervisor

Telephone No.: (831) 728-2005

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 1

Total # of full-time company employees worldwide: 10

Company: Bank of Stockton

Address: 347 N. Sutter

City, State, Zip: Stockton, CA 95202

Contact Person/Title: Ms. McPherson, Supervisor

Telephone No.: (209) 929-1920

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 100

**Participating Employers in Retrainee/New Hire
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PRINT OR TYPE

Company: Bay Alarm Company

Address: 925 Ygnacio Valley Road

City, State, Zip: Walnut Creek, CA 94596

Contact Person/Title: Mindy Hamway – Personnel Verification

Telephone No.: (925) 935-1100

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 485

Company: Bay Area Credit Services

Address: 3212 Contra Loma

City, State, Zip: Antioch, CA 94509

Contact Person/Title: Sharon Conti – Office Manager

Telephone No.: (925) 256-9003

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 100

Company: Bay Area Title Services, Inc.

Address: 1870 Olympic Blvd., #200

City, State, Zip: Walnut Creek, CA 94596

Contact Person/Title: Sue Holt, President

Telephone No.: (925) 947-0566

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 110

**Participating Employers in Retrainee/New Hire
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PRINT OR TYPE

Company: Dermatology Surgical Medical Group

Address: 1595 Soquel Drive, Suite 310

City, State, Zip: Santa Cruz, CA 95065

Contact Person/Title: Elaine Phillips, Supervisor

Telephone No.: (831) 685-0268 or (831) 476—2444

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 1

Total # of full-time company employees worldwide: 12

Company: E-Loan

Address: 5875 Arnold Road, #100

City, State, Zip: Dublin, CA 94568

Contact Person/Title: Rob Mazerus, Servicing Manager

Telephone No.: (925) 241-2468

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 528

Company: Fiber/Coaxial Services, Inc.

Address: 6785 Sierra Court, Suite C

City, State, Zip: Dublin, CA 94568

Contact Person/Title: Jeff Sommers - Supervisor

Telephone No.: (925) 556-3347

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 3

Total # of full-time company employees worldwide: 64

**Participating Employers in Retrainee/New Hire
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PRINT OR TYPE

Company: IWIRE

Address: 836 B South Hampton Road, #101

City, State, Zip: Benicia, CA 94510

Contact Person/Title: Installation Foreman

Telephone No.: (707) 747-6888

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 120

Company: Libhart, Cook, & Rosek Accountancy Corp

Address: 1330 W. Robinhood Drive, #A

City, State, Zip: Stockton, CA 95207

Contact Person/Title: Mr. Cook, President

Telephone No.: (209) 478-1010

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 1

Total # of full-time company employees worldwide: 8

Company: Medamerica Billing Services, Inc.

Address: 1601 Cummins Drive, Suite D

City, State, Zip: Modesto, CA 95358

Contact Person/Title: Pam Carraway, Supervisor

Telephone No.: (209) 491-7700

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 2

Total # of full-time company employees worldwide: 211

**Participating Employers in Retrainee/New Hire
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PRINT OR TYPE

Company: Professional Resource Screening, Inc.

Address: 2530 Arnold Drive

City, State, Zip: Martinez, CA 94553

Contact Person/Title: Kathleen Craig - Supervisor

Telephone No.: (800) 232-0247

Collective Bargaining Agreement(s): None

Estimated #of employees to be retrained or hired under this Agreement: 3

Total # of full-time company employees worldwide: 90

Company: North American Title Company

Address: 4255 Hopyard Road #1

City, State, Zip: Pleasanton, CA 94588

Contact Person/Title: Carla Mettier – Employment Verification

Telephone No.: (925) 399-3000 x253

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 3

Total # of full-time company employees worldwide: 100 +

Company: Providian Financial

Address: 4900 Johnson Drive

City, State, Zip: Pleasanton, CA 94588

Contact Person/Title: Terisha – Employment Verification Director

Telephone No.: (925) 416-5000

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 500

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

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PRINT OR TYPE

Company: Providian Financial Corp.

Address: 2700 Gateway Oaks Drive, Suite 200

City, State, Zip: Sacramento, CA 95833

Contact Person/Title: Greg West/Michele Denham, Human Resources

Telephone No.: (925) 646-2900

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 20

Total # of full-time company employees worldwide: 500

Company: Seagate

Address: 920 Disc Drive

City, State, Zip: Scotts Valley, CA 95066-0360

Contact Person/Title: June Cunningham - Supervisor

Telephone No.: (831) 438-6550

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 200

Company: South Sacramento Medical/Dental Group

Address: 6950 65th Street

City, State, Zip: Sacramento, CA 95823

Contact Person/Title: Dr. Leupp, Supervisor

Telephone No.: (916) 422-5200

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 1

Total # of full-time company employees worldwide: 10

**Participating Employers in Retrainee/New Hire
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PRINT OR TYPE

Company: Triax Communications, Inc.

Address: 1089 Shary Circle

City, State, Zip: Concord, CA 94518

Contact Person/Title: Scott Savoldi - Foreman

Telephone No.: (925) 798-2412

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 200

Company: UCI Construction, Inc.

Address: 261 Arthur Road

City, State, Zip: Martinez, CA 94553

Contact Person/Title: Vince Zamora - Supervisor

Telephone No.: (925) 370-9808

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 2

Total # of full-time company employees worldwide: 150

Company: Washington Mutual

Address: 400 E. Main Street

City, State, Zip: Stockton, CA 95290

Contact Person/Title:

Telephone No. .: (209) 460-2888

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 3

Total # of full-time company employees worldwide: 50

PRINT OR TYPE

**Participating Employers in Retrainee/New Hire
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Company: : Westlane Family Medical Center

Address: 4873 N. West Lane

City, State, Zip: Stockton, CA 95207

Contact Person/Title: Ed Nelson, Supervisor

Telephone No. .: (209) 472-1515

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 50

Company: :

Address

City, State, Zip

Contact Person/Title

Telephone No. .:

Collective Bargaining Agreement(s):

Estimated #of employees to be retrained or hired under this Agreement:

Total # of full-time company employees worldwide

Company:

Address:

City, State, Zip:

Contact Person/Title:

Telephone No.:

Collective Bargaining Agreement(s):

Estimated # of employees to be retrained or hired under this Agreement:

Total # of full-time company employees worldwide: